



Application No. 10/002,743
Information Disclosure Statement

Customer No. 01933

Attorney Docket No. 01702/LH

**IN THE UNITED STATES PATENT
AND TRADEMARK OFFICE**

Applicant(s): Toshio UENO

Serial No. : 10/002,743

Filed : November 2, 2001

For : TECHNICAL SUPPORT SYSTEM

Art Unit : 3623

Examiner : Romain Jeanty

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N. Sahadeo
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INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

S I R :

Submitted herewith is a form PTO/SB/08A listing documents
cited in related applications Serial Nos. 10/002,740, 10/002,742,
10/002,745 and 10/002,771.

A form PTO-2038 is enclosed to cover the USPTO fee of
\$180.00 as set forth under 37 CFR 1.17(p) for filing an IDS at
this stage of prosecution. In addition, authorization is hereby
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It is respectfully requested that the Examiner return an
initialed copy of the attached form PTO/SB/08A to confirm that
the documents listed thereon have all been considered and made of
record.

Respectfully submitted,

Douglas Holtz
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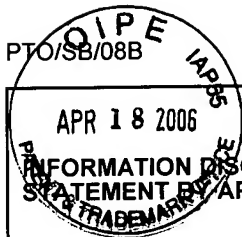
				Application Number		10/002,743		
				Filing Date		November 2, 2001		
				First Named Inventor		Toshio UENO		
				Group Art Unit		3623		
				Examiner Name		Romain Jeanty		
Sheet	1	of	1	Attorney Docket Number		01702/LH		
U.S. PATENT DOCUMENTS								
Exam. Inits [*]	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion		
		5,754,938	A	HERZ et al	05-19-1998			
		5,895,450	A	SLOO	04-20-1999			
		6,073,161	A	DeBOSKEY et al	06-06-2000			
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FOREIGN PATENT DOCUMENTS								
Exam Inits [*]	Cite No ¹	Office ³	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶
Examiner Signature					Date Considered			

* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number. ² See kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible.

⁶ Mark here if English translation is attached.

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INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number	10/002,743	
				Filing Date	November 2, 2001	
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				Group Art Unit	3623	
				Examiner Name	Romain Jeanty	
Sheet	2	of	2	Attorney Docket Number	01702/LH	
NON PATENT LITERATURE DOCUMENTS						
Exam Inits ¹	Cite No ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.				T ⁶
		SANES, Christina "Complaints are hidden treasure"; 9/1993; Journal for Quality & Participation Vol. 16, No. 5; Pages 78-82; ISSN: 1040-9602, Dialog Files 15, Accession No. 00772294.				
		G. KAPPEL, S. Rausch-Schott, W. Retschitzegger,, "Coordination in Workflow Management Systems - A Rule-based Approach", Springer LNCS 1364, 1998.				
Examiner Signature				Date Considered		

* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

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